



10 THINGS TO ASK

When Hiring a Hurricane Shutter Company

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1. Is the company fully insured and licensed?

This may not be your first thought, but it's definitely one of the most important questions you need to ask when hiring a hurricane shutter company. Always ask for proof to back up the company's answer. Shutters239 is fully insured and up to date on all of its licenses. We carry \$2 million of general liability and workers compensation insurance.

2. Does the company use subcontractors (especially shutter contractors)?

Having subcontractors can make communication messy and makes it unclear who exactly is responsible for each part of the project. Shutters239 does not have subcontractors. Our staff members are all professional hurricane shutter installers. When Shutters239 does your project, our team is held accountable for its workmanship, high-quality products, and professionalism.

3. Does the company manufacture shutters?

This question matters because a company involved in the manufacturing process not only knows its products inside and out, but is also invested in their quality and able to oversee production. With all products manufactured to our designs and high standards, Shutters239 maintains strict oversight of its co-manufacturers. Along with manufacturer warranties, Shutters239 also stands behind its products by offering its own personal warranty (guarantee).



4. What are this company's warranties?

A hurricane shutter system is a long-term investment, so understanding the warranty is important. Shutters239 provides a **Limited Lifetime Warranty** on aluminum shutter products, including lifetime coverage on motors and labor. Screen systems include a lifetime motor warranty along with manufacturer coverage on screen materials. To help ensure long-term performance, annual maintenance is required and is the homeowner's responsibility. Be sure to review the full warranty for complete coverage details, limitations, and exclusions.

5. How involved is the owner, and what is his experience?

Shutters239 owner Joe Schoonover has more than 45 years of shutter experience (installing, designing, and manufacturing), making him a leader in the Southwest Florida hurricane shutter industry. Joe continues to be involved in all of the daily operations and every aspect of his business. He has installed more than \$100 million in shutters and designed, engineered, and supervised more than \$76 million in installations. Shutter manufacturing runs in his family! Joe built his first shutter at age 11 at his father's shutter company.

6. How does the company rate?

Do your research! You want a company that has an A+ on the Better Business Bureau with zero complaints. And keep digging. Has it earned a top-rated badge from Home Advisor? Does it have an overall 5-star rating on Google? Don't forget Angie's List. Is it a Super Service award winner? Being highly rated on multiple platforms gives you an idea of the company's quality, professionalism, and customer service. Think nobody can have all of those online accolades? Shutters239 does! In addition to high ratings, be sure to read the company's responses to online reviews.



7. Will my shutters last? If there's a problem, will the manufacturer fix it?

Discount manufacturers can build “disposable” shutters that won't last more than a few years. Usually, they do not have warranties that back up their products. At Shutters239, we believe in all of our products. The hurricane shutters are durable and guaranteed to last a long time. If a client has any issues during the warranty period, the experts at Shutters239 will go out and fix the problem until that client is completely satisfied.

8. Do you have shutters that will fit my windows?

Not all windows are the same size and shape - that goes for shutters as well! Hurricane shutters aren't a one-size-fits-all kind of product. Shutters239 customizes all shutters to fit clients' windows. Shutters have to be designed and installed properly to protect properly! We want everyone's home to be as protected as possible and do not cut corners.

9. How long does it take?


When having work done on your home, it's always good to know what to expect. Always ask for an approximate project time -- from the installation to the final inspection. A respectable company will communicate with you throughout the process. Less-skilled installers will skimp on communication and quality. With an extensive knowledge of local building codes and experience with every kind of hurricane shutter, Shutters239 knows what to expect and is able to communicate that.




10. How long has the company been around?

Using an established company for your hurricane shutters is important. A long-time company not only has time to build up a reputation in the area, but it also is held accountable for warranties. When hurricanes are forecasted, it's easy for companies to pop up and then disappear when the season is over. Shutters239 opened in 2016, and our staff, in addition to owner Joe Schoonover's 39 years in the industry, has more than 35 years of experience here in Southwest Florida. We know the area well and have weathered many hurricanes. Shutters239 will give you the most honest and thorough service in the industry. Our talented, experienced team isn't going anywhere.



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